

IN THE U.S. PATENT AND TRADEMARK OFFICE
Patent Application Transmittal Letter

COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n) ☒ Utility ☐ Design

- ☒ original patent application,
☐ continuation-in-part application

INVENTOR(S): Christopher D. FARNES, et al.

TITLE: TOTAL CUSTOMER EXPERIENCE SOLUTION TOOLSET

Enclosed are:

- ☒ The Declaration and Power of Attorney. ☒ signed ☐ unsigned or partially signed
☒ 4 sheets of drawings (one set) ☐ Associate Power of Attorney
☐ Form PTO-1449 ☐ Information Disclosure Statement and Form PTO-1449
☐ Priority document(s) ☐ (Other) (fee \$)

CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY				
(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) TOTALS
TOTAL CLAIMS	33 — 20	13	X \$18	\$ 234
INDEPENDENT CLAIMS	3 — 3	0	X \$84	\$ 0
ANY MULTIPLE DEPENDENT CLAIMS	0		\$280	\$ 0
BASIC FEE: Design (\$330.00); Utility (\$740.00)				\$ 740
TOTAL FILING FEE				\$ 974
OTHER FEES				\$
TOTAL CHARGES TO DEPOSIT ACCOUNT				\$ 974

Charge \$ 974 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

*Express Mail® label no. EV066931449US

Date of Deposit 02/27/02

I hereby certify that this is being deposited with the United States Postal Service Express Mail Post Office to Addressee service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Washington, D.C. 20231.

By Anthony Chen
Typed Name: Anthony Chen

Respectfully submitted,

Christopher D. FARNES, et al.

By William A. Zarpis

William A. Zarpis

Attorney/Agent for Applicant(s)

Reg. No. 46,120

Date: 02/27/02

Telephone No.: (408) 938-9060